

# **CONSENT BASED SSN VERIFICATION (CBSV) USER GUIDE**

**MAY 17, 2014**



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## 1.0 ABOUT THIS GUIDE

This User Guide is intended to guide the use of SSA's Consent Based SSN Verification (CBSV) services. This guide is not intended to expand the boundaries, rules, or procedures set forth in the CBSV User Agreement signed by your company official.

You should direct any questions about the User Agreement and compliance rules to the [SSA.CBSV@ssa.gov](mailto:SSA.CBSV@ssa.gov) mailbox.

## 2.0 INTRODUCTION

CBSV services enable private businesses and entities to verify that the SSN, name, and date of birth provided by a customer matches or does not match the data in the Social Security Administration's records. This verification service is allowable only with the written consent of the SSN Holder provided on SSA's Form SSA-89.

CBSV is designed to provide a "yes" or "no" verification of whether the Name, SSN and date of birth match with SSA's records. This verification does not verify employment eligibility, nor does it interface with the Department of Homeland Security's (DHS) verification system; it does not satisfy DHS's I-9 requirements.

With CBSV, you may verify:

- One name and SSN at a time using the CBSV Web Service, (See Section 3); or
- Up to 10 names and SSNs at a time, (See Section 4)

More detailed information about CBSV may be found at <http://www.socialsecurity.gov/cbsv/> including a sample User Agreement and this User Guide.

### 2.1 GENERAL RULES FOR COMPANY AND INDIVIDUALS WITH ACCESS TO CBSV

Always refer to the [CBSV User Agreement](#) for details about compliance criteria.

- SSA will provide SSN verification information only about individuals from whom your company has obtained **valid consent** forms SSA-89. This form is approved by the Office of Management and Budget and may not be altered. You must always use the most current version of the form: <http://inform.ssahost.ba.ssa.gov/PDFs/ssa89.pdf>.
- You must notify SSA if an employee leaves your company or if you choose to revoke any or all of your employees' authorization to use CBSV.
- Your company must protect the confidentiality of consent forms (and the information contained on them) and protect the associated record of SSN verification. Refer to your CBSV agreement for instructions.
- SSA reserves the right to unilaterally suspend access to CBSV services if SSA concludes that your company has failed to properly obtain consent or otherwise failed to follow the terms of the agreement associated with this service.

**IMPORTANT:** Your Company must be in physical possession of the signed consent forms (Form SSA-89) prior to requesting SSN verifications through the CBSV service.

## 2.2 CONSENT FORM (SSA-89)

As a condition for using the CBSV services, you are required to obtain the consent of each SSN holder, on the most current OMB approved Consent Form (Form SSA-89). This form is available online at <http://inform.ssahost.ba.ssa.gov/PDFs/ssa89.pdf>.

The Requesting Party Company is required to retain either the original paper copies of the Consent Form (Form SSA-89) or an electronic image of the form for a period of five (5) years for auditing purposes. Please see the most current CBSV User Agreement for detailed information.

## 2.3 CBSV AVAILABILITY

### CBSV Hours of Operation

CBSV normally operates during the following hours and may be available at other times:

<u>Day</u>	<u>Time</u>
Monday – Friday	5:00 a.m. to 1:00 a.m. Eastern Time
Saturday	5:00 a.m. to 11:00 p.m. Eastern Time
Sunday	8:00 a.m. to 11:30 p.m. Eastern Time

### CBSV Hours of Support

CBSV customer support is available at **1-888-772-2970** during the following hours:

<u>Day</u>	<u>Time</u>
Monday – Friday	8:30 a.m. to 4:00 p.m. Eastern Time

**NOTE:** CBSV is not available when SSA is implementing changes. Whenever possible we will inform you of system outages.

**IMPORTANT:** CBSV services are not available if your company does not have a positive cash balance and a current and valid signed agreement.

**IMPORTANT:** SSA mission-related work has priority over CBSV services and support. Therefore, SSA does not guarantee that CBSV will be available to the Requesting Party within a specified time frame.

### 3.0 REGISTRATION PROCESS

The following steps describe what is needed to gain access the CBSV system:

1. The designated Responsible Company Official authorizes their employees to use CBSV by submitting Form SSA-88 available here:  
<http://inform.ssahost.ba.ssa.gov/PDFs/ssa88.pdf>
2. The authorized employee registers for a User ID at the BSO Welcome Page at  
[www.socialsecurity.gov/bsa](http://www.socialsecurity.gov/bsa).
3. SSA authenticates the employee as an Authorized User and mails a "positive confirmation" letter, with a unique activation code to the designated company official who then delivers this code to the authorized employee.
4. The authorized employee/user will be able to log into the BSO system with their User ID and password, enter the activation code and gain access to the CBSV system. ***This step completes the registration process.***

**NOTE:** If you do not receive your activation code 2-3 weeks after SSA has processed your contract, the designated Responsible Company Official should call SSA at (1-888-772-2970). See the Activation Code section for more information.

#### 3.1 STEPS BEFORE REGISTRATION

The Requesting Party must submit to SSA a form SSA-88 available at  
<http://inform.ssahost.ba.ssa.gov/PDFs/ssa88.pdf>.

The Requesting Party must provide the information below when they authorize an employee to use the CBSV:

- Company Name
- Company Address
- Company EIN (Employer Identification Number)
- Name of Employees Authorized to Use CBSV
- Telephone Numbers of Employees Authorized to Use CBSV
- Email Addresses of Employee Authorized to Use CBSV
- Name of Company Manager or Authorized Representative
- Signature of Company Manager or Authorized Representative
- Title of Company Manager or Authorized Representative
- Current Date
- Telephone of Company Manager or Authorized Representative and
- E-mail Address of Company Manager or Authorized Representative

#### 3.2 GETTING A USER ID AND PASSWORD

Authorized employees who will be using CBSV Online and Batch services register for their own User ID and password.

A Manager or Authorized Representative registers for a User ID and password on behalf of the Requesting Party's Web Service.

**IMPORTANT:** If you are registered to use CBSV, you will not be allowed to use any other BSO service.

### 3.2.1 CBSV ONLINE AND WEB SERVICE USER REGISTRATION

All users must provide the information listed below. This information will also allow SSA to confirm your identity before issuing a User ID and serves as contact information:

- First Name
- Middle Name (optional)
- Last Name
- Permanent Address
- State
- Country
- Zip Code
- Phone Number
- Fax (optional)
- E-mail Address
- Answers to 5 Authentication Questions
- Self-Created Password

In addition, an Authorized Employee will need to provide the following additional information when registering for a User ID and password.

- Company Name
- EIN
- U.S. Social Security Number

**IMPORTANT:** The Authorized Employee does not register for a Web Service User ID and Password. Instead, a Manager or Authorized Representative of the Requesting Party will register on behalf of that Company. The Manager or Authorized Representative must provide his/her information when registering for a Web Service User ID and password.

- Date of Birth

### 3.2.2 ACTIVATION CODE

The activation code is an alphanumeric code sent by SSA to the designated Responsible Company Official (either the Company Manager or the Authorized Representative who signed Form SSA-88). The notice to the Responsible Company Official instructs them to provide the Authorized Employee with the activation code. Authorized Employees will not be able to access CBSV until the activation code is entered. The activation code is an added layer of security to ensure that the individual attempting to access the system is in fact who they are presenting to be: an authorized employee. The employee must enter the activation code on the *Activate Access to BSO Services* web page to gain access to CBSV.

**NOTE:** If you do not receive your activation code 2-3 weeks after SSA has processed your contract, the designated Responsible Company Official should call SSA at (1-888-772-2970).

### 3.3 REGISTRATION: STEP BY STEP

When you have all of the documentation needed to register, follow the steps below to register for your User ID and to create a password:

1. Access **SSA's BSO** website at [www.socialsecurity.gov/bsol/](http://www.socialsecurity.gov/bsol/)

**NOTE:** Do not use the browser **Back**, **Forward**, or **Refresh** buttons while completing the registration form as this could clear the form.

2. Scroll half way down the page until you see the **Register** button. Select the **Register** button.

The screenshot displays the Social Security Business Services Online (BSO) website. At the top, the Social Security Administration logo and 'Official Social Security Website' are visible. The main navigation bar includes 'Home' and 'Business Services Online'. Below this, the 'Business Services Online' section is highlighted. The 'Welcome' message states: 'The Business Services Online Suite of Services allows organizations, businesses, individuals, employers, attorneys, non-attorneys representing Social Security claimants, and third-parties to exchange information with Social Security securely over the internet. You must register and create your own password to access Business Services Online.' The 'Business Services Online (BSO)' section features a 'Hours of Operation' table, a 'For Employers' link, a 'For Attorneys & Appointed Representatives' link, a 'Social Security Number Verification Services (SSNVS)' link, and a 'Consent Based Social Security Number Verification Service (CBSV)' link. A yellow callout box with the text 'Select the Register Button' points to the 'Register' button in the 'Business Services Online' section.

Business Services Online (BSO)	
Hours of Operation	
Monday - Friday: 5 AM - 1 AM ET	
Saturday: 5 AM - 11 PM ET	
Sunday: 8 AM - 11:30 PM ET	
For Employers	
For Attorneys & Appointed Representatives	
Social Security Number Verification Services (SSNVS)	
Consent Based Social Security Number Verification Service (CBSV)	

Important Information	Related Sites	Social Media Hub
Accessibility	Benefits.gov	Facebook
FOIA	Disability.gov	Twitter
Glossary	Healthcare.gov	YouTube
Privacy	MyMoney.gov	Podcasts
Report Fraud, Waste or Abuse	Regulations.gov	Photoblog
Site Map	USA.gov	Pinterest
Website Policies	Other Government Sites	Webinars



3. The system displays the **"User Registration Attestation"** page. Please read and select the **I Accept** button at the bottom of the page.

Social Security Online  
www.socialsecurity.gov

Business Services Online  
BSO [Welcome](#) | [BSO Information](#) | [Keyboard Navigation](#) [HELP](#)

Online Services Availability

- Monday-Friday: 8 AM - 1 AM ET
- Saturday: 8 AM - 11 PM ET
- Sunday: 8 AM - 11:30 PM ET

### User Registration Attestation

Please read the following information about registering to use Business Services Online.

Please select the link below to read about SSA's legal authority for collecting information.

[Paperwork Reduction Act Statement](#)

#### Registering for Business Services

To obtain a User ID and password, complete the registration form and select the submit button on the following page. The information you submit will be verified against our records.

Upon successful registration, you will have your User ID and password.

You may update your registration information or change your password at any time.

I understand that the Social Security Administration (SSA) will validate the information I provide against the information in SSA's files.

#### User Certification for SSA Business Services Online

I certify that:

- I understand that SSA may prevent me from using these services if SSA determines or suspects there has been misuse of these services.
- I understand that I may be subject to penalties if I submit fraudulent information.
- I am aware that any person who knowingly and willingly makes any representation to falsely obtain information from Social Security records and/or intends to deceive the Social Security Administration as to the true identity of an individual could be punished by a fine or imprisonment, or both.

By selecting the "I Accept" button, you certify that you have read, understand and agree to the user certification of Business Services Online.

www.socialsecurity.gov

Select the I Accept button

4. The system displays the **“Create a Login Account – Step 1”** page. Complete the entire page and select the **Next** button at the bottom of the page.

Social Security Online  
www.socialsecurity.gov

Business Services Online  
BSO Welcome | BSO Information | Keyboard Navigation

Online Services Availability

- Monday-Friday: 5 AM - 1 AM ET
- Saturday: 5 AM - 11 PM ET
- Sunday: 8 AM - 11:30 PM ET

Create an Account

1. Provide Information
2. Create Password
3. Review and Submit
4. Print User ID

**Create a Login Account**

Step 1: Provide Information

[Privacy Act Statement](#)  
The information you provide will be compared against our records in order to verify your identity.  
\* Indicates required information  
Form Approved: OMB No. 0960-0626 Expiration date: 09/30/2015

Personal Information

\*Name:  
     
First Middle Last Suffix

\*Date of Birth:  
  
mmddyyyy

\*Social Security Number (SSN):  
  
XXXXXXXX  
[More Information](#)

Personal Contact Information

\*Country:  
United States ▼

\*Home Street Address:

\*City: \*State: \*Zip Code: Ext.:  
 AK ▼

\*Daytime Phone Number:  
 Extension:

Fax Number:

\*Email Address:  
  
[Why do you need an email address?](#)

Cancel & Exit

Next

Select the Next button

- The system displays the **“Create a Login Account – Step 2”** page. Complete the entire page and select the **Next** button at the bottom of the page.

Social Security Online

www.socialsecurity.gov

Online Services Availability

- Monday-Friday: 5 AM - 1 AM ET
- Saturday: 5 AM - 11 PM ET
- Sunday: 8 AM - 11:30 PM ET

Business Services Online

BSO Welcome | BSO Information | Keyboard Navigation

HELP

**Create a Login Account**

Step 2: Create Your Password

**Create an Account**

- [Provide Information](#)
- Create Password**
- [Review and Submit](#)
- [Print User ID](#)

Your password will be used to log in to online services; your User ID will be provided to you.

\* Indicates required information

**\*Enter Password:**

**\*Re-enter Password:**

Security Questions and Answers

The security questions and answers you select will be used to validate your identity in case you forget your password.

**\*Question 1:**

Select a Question

**\*Answer 1:**

**\*Question 2:**

Select a Question

**\*Answer 2:**

**\*Question 3:**

Select a Question

**\*Answer 3:**

**\*Question 4:**

Select a Question

**\*Answer 4:**

**\*Question 5:**

Select a Question

**\*Answer 5:**

**Your Password:**

- Must contain exactly 8 characters
- Must contain only numbers and letters
- Must contain at least 1 number and 1 letter
- Is not case sensitive

Back

Cancel & Exit

Next

Select the **Next** button

6. The system displays the **“Create a Login Account – Step 3”** page. Please read the entire page and select the **I Accept** box at the bottom of the peach box. Then select the **Submit** button at the bottom of the page.

Social Security Online  
www.socialsecurity.gov

**Online Services Availability**

- Monday-Friday: 5 AM - 1 AM ET
- Saturday: 5 AM - 11 PM ET
- Sunday: 8 AM - 11:30 PM ET

**Create an Account**

- [Provide Information](#)
- [Create Password](#)
- Review and Submit**
- [Print User ID](#)

**Business Services Online**

BSO Welcome | BSO Information | Keyboard Navigation

HELP

---

**Create a Login Account**

**Step 3: Review & Submit**

Please verify that the information you provided is correct.

**Personal & Contact Information** Edit Personal Information

---

Name: GERALDINE THERESA CASELLA  
Date of Birth: 03/27/1933  
SSN: 555-55-5555  
Country: United States  
Home Street Address: 1 MOCKINGBIRD PLACE  
City, State, Zip: BALTIMORE, MD 21235  
Daytime Phone Number: (410) 966-0001  
Fax Number:  
Email: Mspp34@yahoo.com

**Security Questions and Answers** Edit Security Information

---

Question 1: WHAT IS THE NAME OF YOUR FIRST NEPHEW?  
Answer 1: T  
Question 2: WHAT IS THE NAME OF YOUR FIRST NIECE?  
Answer 2: K  
Question 3: WHAT IS THE MIDDLE NAME OF YOUR MOTHER?  
Answer 3: R  
Question 4: WHAT IS THE MIDDLE NAME OF YOUR FATHER?  
Answer 4: N  
Question 5: WHAT IS THE NAME OF YOUR FIRST PET?  
Answer 5: P

**User Certification for Online Services**

I understand that the Social Security Administration (SSA) will validate the information I provide against the information in SSA's files.

**I certify that:**

- I understand that I may be subject to penalties if I submit fraudulent information.
- I understand that SSA may prevent me from using these services if SSA determines or suspects there has been misuse of the services.
- I am aware that any person who knowingly and willingly makes any representation to falsely obtain information from Social Security records and/or intends to deceive the Social Security Administration as to the true identity of an individual could be punished by a fine or imprisonment, or both.
- I am authorized to do business under this User ID.

*By checking the box below you certify that you have read, understand and agree to the user certification of Business Services Online.*

☐ I Accept

< Back
Cancel & Exit
Submit

1.) Select the **I Accept** button

2.) Select the **Submit** button

- 9 -

7. The system displays the **“Create a Login Account – Step 4”** page. Your User ID is now assigned. Please read the entire page and select the [Print a confirmation Receipt](#) link to print the User ID. Then select the Next button at the bottom of the page.

**NOTE:** Make a note of your User ID since you will need it to log into BSO. Do not share it with anyone.

**Social Security Online**  
www.socialsecurity.gov

**Business Services Online**  
BSO Welcome | BSO Information | Keyboard Navigation

HELP

**Online Services Availability**

- Monday-Friday: 5 AM - 1 AM ET
- Saturday: 5 AM - 11 PM ET
- Sunday: 6 AM - 11:30 PM ET

**Create a Login Account**

**Step 4: Print your User ID**

**Create an Account**

1. Provide Information
2. Create Password
3. Review and Submit
4. **Print User ID**

**Thank you! You have successfully created a login account.**  
The User ID below has been assigned to you:

**User ID: 4S38FX42**

**Please secure this User ID for your future use.**  
You must enter the above User ID and your self-selected Password each time you log in and access online services.  
[Print a confirmation Receipt](#)

**What's Next?**

Now that you've created a log in account for Online Services, you will need to tell us what functions and services you require to do your work.

Depending on the services that you are requesting, you may be required to provide additional information about yourself or the organizations that you represent.

**1) Select the [Print a confirmation Receipt](#) link**

**2) Select the **Next** button**

Next

www.socialsecurity.gov

8. The system displays the “**Request Access to BSO Services – Select Service Suites**” page. You have successfully completed a log in account. You do not need to select services; the Operations staff will select CBSV for you when your Form SSA-88 is faxed in to SSA. Select the **Log Out** button at the top left corner of the page.

Social Security Online  
www.socialsecurity.gov

Business Services Online  
Main Menu | Contact Us | BSO Information | Keyboard Navigation

BENJAMIN TORRES

Log Out

Manage Account

- [View/Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

Manage Services

- [View/Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Codes](#)

Manage Employer Information

- [Add/Update Employer Information](#)

**Select Service Suites**

You must request access to do specific functions within a service suite. Let us help you choose which functions to add.

**Services Suite for Employers:**

**Wage Reporting Service and/or Social Security Number Verification Service (SSNVS)**

Wage Reporting allows employers to Report Wages to Social Security and to view the status of on.

Social Security Number Verification Service (SSNVS)

Allows the completion of an online form or submission of a file to request verification of names and Social Security Numbers of employees free of charge to employers and their agents for wage reporting purposes only. To verify SSNs for other than wage reporting purposes, please select the Special Services Suite for Consent Based Social Security Number Verification Service (CBSV) below.

☐ **SSA Services Suite for Attorneys:**

**Form SSA-1694 Business Taxpayer Information**

Allows attorneys or authorized representatives to register with Social Security for Form SSA-1694 Request for Business Entity Taxpayer Information and perform the following functions:

- Complete Form SSA-1694 Business Taxpayer Information Form
- Update Form SSA-1694 Business Taxpayer Information Form

☐ **Internet Representative Payee Suite:**

Allows individual and organizational representatives to file their Representative Payee Report electronically. This includes Form SSA-623 for individual Representative Payees, SSA-6230 for parents, stepparents and grandparents with minor children in custody, and SSA-6234 for Representative Payee organizations.

Allows submission and printing of the appropriate representative payee accounting forms and allows downloading submitted forms for up to 30 days after submission

**Special Services Suite:**

☐ **CBSV: Consent Based Social Security Number Verification Service**

CBSV, a consent and fee-based, third party verification service should not be confused with SSNVS service displayed above in the SSA Services Suite for Employers.

In order to complete your registration we must collect your Employer Information. Please check the CBSV box to the left then select the "Next" button below to record your Employer's EIN and Business or Organization name. Note: You will be denied access to CBSV if this information is not provided.

Cancel Next

www.socialsecurity.gov

### 3.4 ACTIVATE ACCESS TO CBSV

The designated Responsible Company Official provides the activation code to the authorized employee. The employee will then:

1. Open the **“BSO Welcome”** page: [www.socialsecurity.gov/bsv](http://www.socialsecurity.gov/bsv)
2. Select the **Log In** button on the **“BSO Welcome”** page.

**Welcome**

The [Business Services Online Suite of Services](#) allows organizations, businesses, individuals, employers, attorneys, non-attorneys representing Social Security claimants, and third-parties to exchange information with Social Security securely over the internet. You must register and create your own password to access Business Services Online.

The [Complete Phone Registration](#) option is provided to individuals who began their Business Services Online registration by phone and need to create a password.

[Información para el Empleador en Español](#)

**Business Services Online (BSO)**

Hours of Operation  
Monday - Friday: 5 AM - 1 AM ET  
Saturday: 5 AM - 11 PM ET  
Sunday: 8 AM - 11:30 PM ET

- [+ For Employers](#)
- [+ For Attorneys & Appointed Representatives](#)
- [+ Social Security Number Verification Services \(SSNVS\)](#)
- [+ Consent Based Social Security Number Verification Service \(CBSV\)](#)

**Important Information**

- [Accessibility](#)
- [FOIA](#)
- [Glossary](#)
- [Privacy](#)
- [Report Fraud, Waste or Abuse](#)
- [Site Map](#)
- [Website Policies](#)

**Related Sites**

- [Benefits.gov](#)
- [Disability.gov](#)
- [Healthcare.gov](#)
- [MyMoney.gov](#)
- [Regulations.gov](#)
- [USA.gov](#)
- [Other Government Sites](#)

**Social Media Hub**

- [Facebook](#)
- [Get Updates](#)
- [Twitter](#)
- [Podcasts](#)
- [YouTube](#)
- [Photoblog](#)
- [Pinterest](#)
- [Webinars](#)

[Connect](#) [Share](#)

3. The system displays the **“Log In to Online Services”** page. Enter your **User ID** and **Password**.
4. Select the **“I have read & agree to these terms”** checkbox to indicate that you have read the User Certification statement and agree to its contents.
5. Select the **Log In** button at the bottom of the page.

Social Security Online  
www.socialsecurity.gov

Business Services Online  
BSO Welcome | BSO Information | Keyboard Navigation

**Log In to Online Services**

For your security, please log out of the application and close all Internet windows when you are finished.

**Online Services Availability**

- Monday-Friday: 5 AM - 1 AM ET
- Saturday: 5 AM - 11 PM ET
- Sunday: 8 AM - 11:30 PM ET

**New User?**  
You must create an account to use this website. Once you do, you will be provided a User ID to log in to our online services.

To create new account you will need to:

- Provide personal information
- Provide contact information
- Create your password and security questions

[Create Log In Account](#)

Did you register with SSA by [phone or paper form](#) and need to create a password?

**Existing User?**  
Please log in below:

User ID:

Password:

[Forgot user ID?](#)  
[Forgot your password?](#)

**User Certification:**  
I understand that the Social Security Administration (SSA) will validate the information I provide against the information in SSA's files.

☐ I have read & agree to these terms.

[Log In](#)

1.) Enter your User ID

2.) Enter your Password

3.) Select the I Agree checkbox

4.) Select the Log In button

www.socialsecurity.gov BSO Welcome | BSO Information | Keyboard Navigation HELP



6. The system displays the “**BSO Main Menu**” page. Select the [Enter Activation Code\(s\)](#) link.

Social Security Online  
www.socialsecurity.gov

Business Services Online  
BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation

HELP

BENJAMIN TORRES  
Logout

Manage Account

- View / Edit Account Info
- Change Password
- Disable Account

Manage Services

- View / Edit Services
- Request New Services
- View Pending Services
- Enter Activation Code(s)

Have a question? Call 1-800-772-6270 Monday through Friday, 7:00 a.m. to 7:00 p.m. Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-0778.

www.socialsecurity.gov

Main Menu

Welcome, BENJAMIN TORRES  
Your password expires on July 15, 2014

You currently do not have access to any services.  
The following options are available to you:

- If you have received an Activation Notice, go to [Enter Activation Code\(s\)](#), or
- You can review the status of your service request(s) at [View Pending Services](#), or
- You can add services to your menu at [Request New Services](#)

Select the [Enter Activation Code\(s\)](#) link

7. The system displays the “**Enter Activation Code(s)**” page. Enter the Activation code.

8. Select the **Activate Service(s)** button.

Social Security Online  
www.socialsecurity.gov

Business Services Online  
Main Menu | Contact Us | BSO Information | Keyboard Navigation

HELP

BENJAMIN TORRES  
Log Out

Manage Account

- View/Edit Account Info
- Change Password
- Disable Account

Manage Services

- View/Edit Services
- Request New Services
- View Pending Services
- Enter Activation Codes

Manage Employer Information

- Add/Update Employer Information
- Remove Employer Information

Enter Activation Code(s)

Enter the activation code for any service(s) for which you have requested access and have received an activation code.

Enter Activation Code:

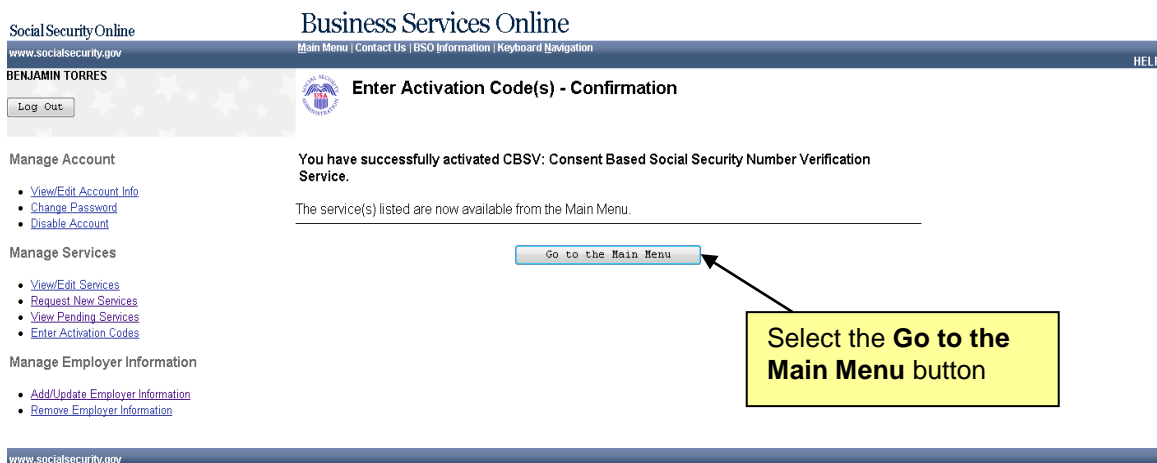
Cancel

Activate Service(s)

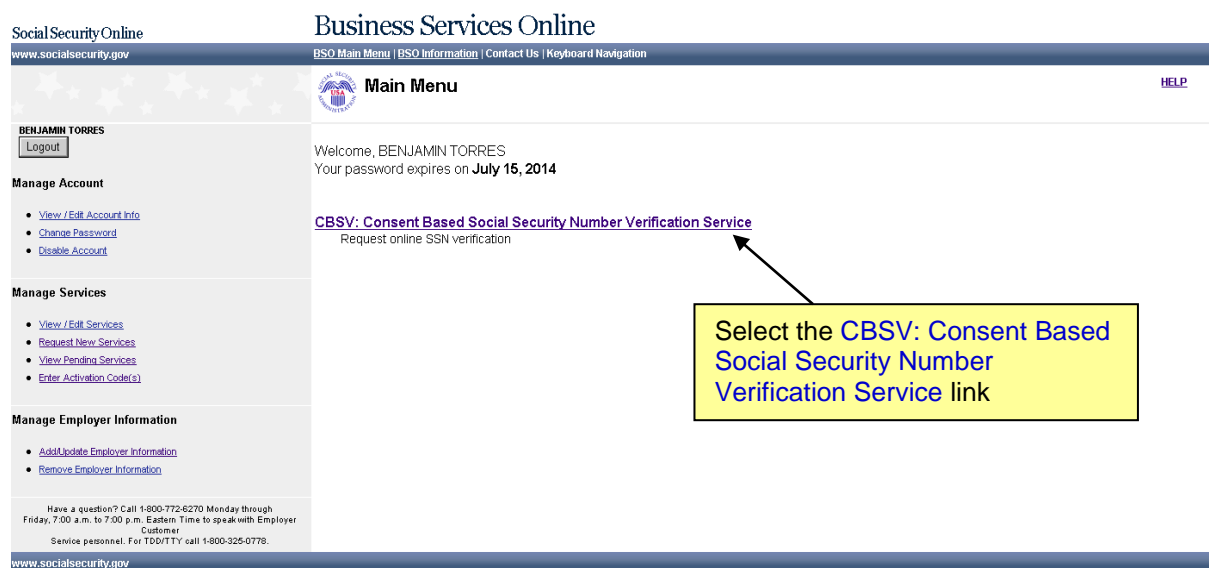
1.) Enter Activation Code

2.) Select the Activate Service(s) button

9. The system displays the **“Enter Activation Code(s)-Confirmation”** page indicating that SSA has approved your request and you may begin using CBSV immediately.
10. Select the **Go to the Main Menu** button.



11. The system displays the **“BSO Main Menu”** page. Select the [CBSV: Consent Based Social Security Number Verification Service](#) link to start using CBSV.



## 3.5 YOUR PASSWORD

### 3.5.1 PASSWORD SELECTION INSTRUCTIONS

- Your password must be eight (8) characters long and must be a combination of letters and numbers. Do not use special characters.
- There must be at least one letter and at least one number in your password.
- Passwords are NOT case sensitive.

### 3.5.2 CHANGING YOUR PASSWORD

- Online passwords expire after 90 days. If your password expires, you will be prompted to change it the next time you log in to BSO.
- Web Service passwords expire after 365 days. We will NOT prompt you to change your password. The manager or authorized representative who registered for the Web Service user ID and Password must change the BSO password every 365 days to prevent any disruption in CBSV services.

### 3.5.3 IF YOU FORGET YOUR PASSWORD

If you forget your password, you can request a new one. There are two methods to request a new password - by answering three random questions out of five Authentication questions you previously answered during registration or at log in, or by mail. If you request a new password by mail, a temporary password will be sent to you in the mail. You will not be able to use BSO until you receive your temporary password.

**Option 1:** To replace a forgotten password by answering Authentication questions:

- You must provide your User ID to access the Forgot Your Password link,
- Select the Forgot your Password link under the Password field on the "Log In" page. This will open the "Forgot Password" page.
- Answer the three randomly chosen questions that you had previously answered. Answers are not case sensitive but must match your previous answers.
- Enter your new password and re-enter to confirm it. Your password must contain any combination of eight letters and numbers (e.g. 9580859A or frog2828). Special characters are not allowed and passwords are not case sensitive.

Select the **Submit New Password** button. This will display a message indicating that your password has been successfully changed. You may now select the **Log In** button and log in to BSO with your User ID and your newly changed password.

**Option 2:** To request a new password by mail:

- You must provide your User ID to access the [Forgot Your Password](#) link.

- Select the Forgot Your Password link under the Password field on the Log In page. This will open the "*Forgot Password*" page.
- Select the Request Password by Mail button at the bottom of the screen. This will open the "*Request Password by Mail*" page.
- Enter your first name, last name, Social Security Number, and date of birth.
- Select the Request Temporary Password button. This will display a message indicating that your password has been reissued successfully. Social Security will send you a temporary password in the mail, usually within two weeks.

After you request a new password, your old password will no longer work. When you receive your temporary password, you may log in to BSO and will be prompted to change your password. Your password must contain any combination of eight letters and numbers (e.g. 9580859A or frog2828). Special characters are not allowed and passwords are not case sensitive.

NOTE: We cannot provide User IDs or passwords over the telephone.

NOTE: If the employee who obtained the Web Service User ID and password is no longer with the company, a new designee must register for a new User ID and password.

### **3.6 RE-REQUESTING ACTIVATION CODE**

Activation codes expire 60 days from the date they are issued. If your activation code expires, you will need to re-request one.

If you do not receive your activation code 2-3 weeks after SSA has processed your registration, the designated Responsible Company Official should call SSA at (1-888-772-2970).

**NOTE:** Once an activation code has been re-requested, the original activation code is de-activated and is no longer valid.

### **3.7 REMOVE ACCESS TO CBSV**

Access to CBSV may be removed by the Responsible Company Official only.

- If a company wishes to cancel an employee's access to CBSV the Responsible Company Official should contact SSA at 1-888-772-2970 to cancel CBSV access.
- If an employee wishes to cancel their access to CBSV, they should inform their Responsible Company Official and have them contact SSA at 1-888-772-2970 to cancel CBSV access on their behalf.

### 3.8 MANAGING YOUR USER ID ACCOUNT INFORMATION

**IMPORTANT!!** Changing information about your account may cause a disruption in CBSV services, so before making any changes to your account, contact 1-800-772-2970.

Log in to BSO using the “**BSO Welcome**” page: [www.socialsecurity.gov/bsv](http://www.socialsecurity.gov/bsv). From the left menu of most pages, select the [View/Edit Account Information](#) link to access the “**View/Edit Account Information**” page.

The screenshot displays the Business Services Online (BSO) interface. At the top, the header includes 'Social Security Online' and 'Business Services Online'. Below the header, the user is logged in as BENJAMIN TORRES. The left-hand menu contains several sections: 'Manage Account' with links for 'View / Edit Account Info', 'Change Password', and 'Disable Account'; 'Manage Services' with links for 'View / Edit Services', 'Request New Services', 'View Pending Services', and 'Enter Activation Code(s)'; and 'Manage Employer Information' with links for 'Add/Update Employer Information' and 'Remove Employer Information'. A yellow callout box with the text 'Select the View/Edit Account Info link' points to the 'View / Edit Account Info' link in the 'Manage Account' section. The main content area on the right shows a welcome message and a link to the CBSV service.

**Social Security Online**  
www.socialsecurity.gov

**Business Services Online**  
BSO Main Menu | BSO Information | Contact Us | Keyboard Navigation

**Main Menu** [HELP](#)

**BENJAMIN TORRES**  
[Logout](#)

**Manage Account**

- [View / Edit Account Info](#)
- [Change Password](#)
- [Disable Account](#)

**Manage Services**

- [View / Edit Services](#)
- [Request New Services](#)
- [View Pending Services](#)
- [Enter Activation Code\(s\)](#)

**Manage Employer Information**

- [Add/Update Employer Information](#)
- [Remove Employer Information](#)

Welcome, BENJAMIN TORRES  
Your password expires on **July 15, 2014**

**CBSV: Consent Based Social Security Number Verification Service**  
Request online SSN verification

Have a question? Call 1-800-772-6270 Monday through Friday, 7:00 a.m. to 7:00 p.m. Eastern Time to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-0778.

www.socialsecurity.gov

On the **“View/Edit Account Information”** page:

- To change any of the Personal and Contact information displayed in the top half of the page, select the **Edit Personal Information** button.
- To change any of the Security Questions and Answers displayed in the bottom half of the page, select the **Edit Security Questions** button.
- To return to the Main Menu, select the **Main Menu** button.

The screenshot displays the 'View/Edit Account Information' page of the Social Security Online Business Services. The page is divided into several sections:

- Header:** Includes 'Social Security Online' and 'Business Services Online' logos, navigation links (Main Menu, Contact Us, BSO Information, Keyboard Navigation), and a 'HELP' link.
- User Information:** Displays the user's name 'DENISE WALKER' and a 'Log Out' button.
- Manage Account:** Contains links for 'View/Edit Account Info', 'Change Password', and 'Disable Account'.
- Manage Services:** Contains links for 'View/Edit Services', 'Request New Services', 'View Pending Services', and 'Enter Activation Codes'.
- Manage Employer Information:** Contains links for 'Add/Update Employer Information' and 'Remove Employer Information'.
- Personal & Contact Information:** Displays the user's details: Name: DENISE WALKER, Date of Birth: 05/07/1957, SSN: XXX-XX-6505, Country: United States, Home Street Address: 4601 BALTIMORE, City, State, Zip: CATONSVILLS, MD 21228, Daytime Phone Number: (410) 966-9375, Fax Number, and Email: quang.nguyen@ssa.gov. An 'Edit Personal Information' button is located to the right.
- Security Questions and Answers:** Displays five security questions and their answers: Question 1: WHAT IS THE NAME OF YOUR FIRST NEPHEW? Answer 1: A, Question 2: WHAT IS YOUR ASTROLOGICAL SIGN? Answer 2: A, Question 3: WHAT IS YOUR DREAM CAR? Answer 3: A, Question 4: WHAT IS THE MIDDLE NAME OF YOUR MOTHER? Answer 4: A, Question 5: WHAT IS THE MIDDLE NAME OF YOUR FATHER? Answer 5: A. An 'Edit Security Questions' button is located to the right.
- Main Menu:** A button located at the bottom center of the page.

The footer of the page displays the URL 'www.socialsecurity.gov'.

## 4.0 ABOUT CBSV WEB SERVICE

The CBSV Web Service is designed to support interoperable machine-to-machine interaction over the Internet. Companies may create their own, unique interface with CBSV. If you are a developer who works for a company that accesses CBSV through a Web Service, refer to the *Interface Specification for CBSV Web Service* document, located at [www.socialsecurity.gov/cbsv](http://www.socialsecurity.gov/cbsv). Select the *Web Services* link and then *CBSV Interface Specification*.

The Web Service Description Language (WSDL) for CBSV is documented in the *Interface Specification for CBSV Web Service* document.

The Web Services Description Language is an XML-based language that provides a model for describing Web services. WSDL is often used in combination with SOAP and XML Schema to provide Web services over the Internet. A client program connecting to a Web service can read the WSDL to determine the functions that are available on the server.

If you are an employee of a company that accesses CBSV through a Web Service, your company will provide you with instructions on how to use your company's interface.



## 5.0 CBSV ONLINE SERVICE

CBSV online service allows you to request verification of up to 10 requests for verifications at a time and receive immediate results. There is no limit to the number of times the CBSV service may be used within a session or within a day.

The CBSV service requires you to have:

- Internet access; and,
- A web browser, such as Internet Explorer or FireFox for Windows OS or Safari for Mac OS. Your browser version must allow 'cookies' (files store temporarily on your computer) and have 128-bit encryption.

**NOTE:** In order to use BSO, your browser version must be set to accept cookies and support 128-bit encryption. This is the default setting for most browsers. If you received a request to store a file on your computer, select "Yes." BSO cookies will be deleted when you close your browser.

## 5.1 LOGGING IN TO YOUR ACCOUNT

1. Open the **"BSO Welcome"** page: [www.socialsecurity.gov/bsv](http://www.socialsecurity.gov/bsv)
2. Select the **Log In** button on the **"BSO Welcome"** page.

The screenshot shows the Social Security Administration's Business Services Online (BSO) Welcome page. At the top, there's a header with the Social Security logo and navigation links like Accessibility, Contact Us, FAQs, Español, Other Languages, and Sign In. Below this is a dark blue bar with 'Home' and 'Business Services Online'. The main content area is titled 'Business Services Online' and includes a 'Welcome' section. The welcome text explains that the BSO Suite of Services allows organizations, businesses, individuals, employers, attorneys, non-attorneys representing Social Security claimants, and third-parties to exchange information with Social Security securely over the internet. It also mentions the 'Complete Phone Registration' option for individuals who began their BSO registration by phone and need to create a password. There's a link for 'Información para el Empleador en Español'. On the right side, there's a 'Business Services Online (BSO)' section with 'Hours of Operation' (Monday - Friday: 5 AM - 1 AM ET, Saturday: 5 AM - 11 PM ET, Sunday: 8 AM - 11:30 PM ET) and links for 'For Employers', 'For Attorneys & Appointed Representatives', 'Social Security Number Verification Services (SSNVS)', and 'Consent Based Social Security Number Verification Service (CBSV)'. At the bottom, there's a 'Social Media Hub' with links to Facebook, Get Updates, Twitter, Podcasts, YouTube, Photoblog, Pinterest, and Webinars. A footer bar contains 'Connect' and 'Share' links.

**Welcome**

The [Business Services Online Suite of Services](#) allows organizations, businesses, individuals, employers, attorneys, non-attorneys representing Social Security claimants, and third-parties to exchange information with Social Security securely over the internet. You must register and create your own password to access Business Services Online.

The [Complete Phone Registration](#) option is provided to individuals who began their Business Services Online registration by phone and need to create a password.

[Información para el Empleador en Español](#)

**Business Services Online (BSO)**

Hours of Operation  
Monday - Friday: 5 AM - 1 AM ET  
Saturday: 5 AM - 11 PM ET  
Sunday: 8 AM - 11:30 PM ET

[+ For Employers](#)

[+ For Attorneys & Appointed Representatives](#)

[+ Social Security Number Verification Services \(SSNVS\)](#)

[+ Consent Based Social Security Number Verification Service \(CBSV\)](#)

**Important Information**

- [Accessibility](#)
- [FOIA](#)
- [Glossary](#)
- [Privacy](#)
- [Report Fraud, Waste or Abuse](#)
- [Site Map](#)
- [Website Policies](#)

**Related Sites**

- [Benefits.gov](#)
- [Disability.gov](#)
- [Healthcare.gov](#)
- [MyMoney.gov](#)
- [Regulations.gov](#)
- [USA.gov](#)
- [Other Government Sites](#)

**Social Media Hub**

- [Facebook](#)
- [Get Updates](#)
- [Twitter](#)
- [Podcasts](#)
- [YouTube](#)
- [Photoblog](#)
- [Pinterest](#)
- [Webinars](#)

[Connect](#) [Share](#)

This will open the **“Log In to Online Services”** page.

4. Enter your **User ID** and **Password**.
5. Read the **User Certification**.
6. Select the **“I have read & agree to these terms”** checkbox to indicate that you have read the user certification statement and agree to its contents.
7. Select the **Log In** button above on the **“Log In to Online Services”** page. This will open the **“BSO Main Menu”** page. The **“BSO Main Menu”** page is your point of entry for CBSV.

The screenshot shows the 'Log In to Online Services' page of the Business Services Online (BSO) portal. The page has a header with 'Social Security Online' and 'Business Services Online' logos, and a navigation bar with links like 'BSO Welcome', 'BSO Information', and 'Keyboard Navigation'. A red security notice at the top states: 'For your security, please log out of the application and close all Internet windows when you are finished.'

On the left, there is a section titled 'Online Services Availability' with a list of service hours: Monday-Friday: 5 AM - 1 AM ET, Saturday: 5 AM - 11 PM ET, and Sunday: 8 AM - 11:30 PM ET.

The main content area is divided into two columns. The left column is for 'New User?' and the right column is for 'Existing User?'. The 'Existing User?' section contains input fields for 'User ID' and 'Password', with links for 'Forgot user ID?' and 'Forgot your password?'. Below these is a 'User Certification' section with a text area for the user to read and agree to the terms, and a checkbox labeled 'I have read & agree to these terms.'.

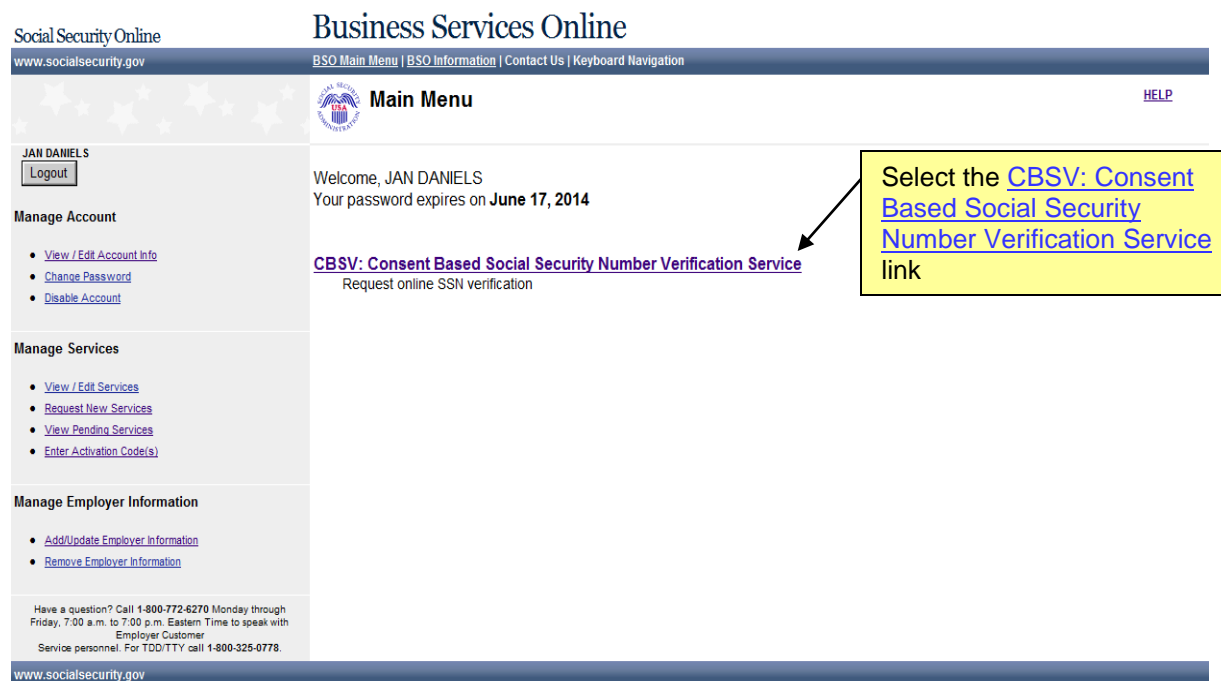
Four yellow callout boxes with black arrows point to specific elements on the page:

- 1.) Enter your **User ID** (points to the User ID input field)
- 2.) Enter your **Password** (points to the Password input field)
- 3.) Select the **“I have read & agree to these terms”** checkbox (points to the checkbox)
- 4.) Select the **Log In** button (points to the Log In button)

At the bottom of the page, there is a footer with the same navigation links as the header.

## 5.2 ACCESSING THE CONSENT BASED SSN VERIFICATION ONLINE SERVICE


1. From the **BSO Main Menu** page, select the [CBSV: Consent Based Social Security Number Verification Service](#) link.
2. The system displays the “**Proper Use of Consent Based SSN Verification Service (CBSV)**” and the **Terms of Service**” page.



Read the “**Proper Use of Consent Based SSN Verification Service (CBSV)**” and the **Terms of Service**”.

3. Select the **I agree to the Terms of Service** checkbox to indicate that you have read the **User Certification for Use of CBSV** and agree to its contents.
4. Select the **Next** button.
5. The system displays the “**Consent Based SSN Verification**” page.

DENISE WALKER | Sign Out
Text Size
Accessibility Help


**Social Security**  
The Official Website of the U.S. Social Security Administration

**Consent Based SSN Verification**

OMB No. 0950-0797  
Paperwork Reduction Act

**Proper Use of Consent Based SSN Verification Service (CBSV)**

**Proper Use of Consent Based SSN Verification Service (CBSV)**

- SSA will provide SSN verification information only about individuals from whom you or your company has obtained valid consent forms.
- If a parent or legal guardian signs the consent form for a minor or legally incompetent individual, you or your company must retain documentation proving the relationship.
- SSA will verify SSNs solely for the purpose(s) specified on the individual consent forms associated with the verification requests. You or your company may use the verified SSNs only for the purpose(s) specified by the individual signing the consent form.
- Exceeding the scope of the consent could violate State or Federal law and subject the requesting party to legal consequences.
- Your company shall protect the confidentiality of consent forms (and the information contained on them) and protect the associated record of SSN verification.
- Notwithstanding any other provision of this agreement, SSA reserves the right to unilaterally suspend access to these services if SSA concludes that your company has failed to properly obtain consent or otherwise failed to follow the terms of the agreements associated with this service.
- Anyone who knowingly and willfully uses this service to request or obtain information from SSA under false pretenses violates Federal law and may be punished by a fine or imprisonment or both.

**Have a Question?**  
Call **1-888-772-2970** to speak with customer support. The hours are from 8:30 a.m. to 4:00 p.m. Eastern Time, Monday - Friday.

**Terms of Service**

**User Certification for Use of CBSV - Please Read Carefully!**

I certify that:

- I have read and understand the above section titled: "Proper Use of this Service."
- I have read, understand, and agree to abide by the General Instructions in the Consent Based SSN Verification User Guide.
- I am verifying SSNs solely for the purpose(s) specified on the individual consent forms associated with the verification requests.
- I or the responsible company official has signed the User Agreement. If the responsible company official has signed the User Agreement then I certify that I am currently an employee of the company and am authorized to conduct business on its behalf.
- I understand that I or my company must be in physical possession of the signed consent forms prior to requesting verifications of the SSNs.
- I understand that I and/or my company may be subject to penalties if I knowingly and willfully request or obtain any record concerning an individual under false pretenses, including submitting fraudulent information or requesting SSN verifications without obtaining valid consent.

☐ I agree to the Terms of Service.

**Next**

1.) Select the I agree to the Terms of Service check box

2.) Select the Next button

### 5.3 ENTERING DATA FOR THE VERIFICATION SERVICE

Initially, The **Consent Based SSN Verification** online service displays data entry fields for 1 verification. However, up to 10 SSNs may be verified in one session.

1. Enter information for a single SSN.
2. Select the **Verify SSN** button to verify the SSN, or
3. Select the **Clear** button to reset the data entry fields, or
4. Select the **Exit** button to return to the "**CBSV Main Menu**" page.

5. If you wish to have entry fields for 10 verification requests at once, select the **Show 10 SSNs at once** checkbox. The system will display 10 SSN data entry fields.
6. If you wish to add another entry field for verification requests, select the **Add another SSN to Verify** checkbox. The system will display 2 to 10 SSN data entry fields.

DENISE WALKER | Sign Out Text Size Accessibility Help

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### Consent Based SSN Verification

**Enter SSNs To Be Verified**

Manually enter and submit up to 10 Social Security Numbers, Dates of Birth, and Names to be verified by Social Security.

On the results page, the first five digits of the SSN will be masked.

☐ Show 10 SSNs at once. [What's This?](#)

**SSN #1**

All information is required, unless noted optional.

**Social Security Number (SSN):**

**Date of Birth:**

Month  Day  Year

**Name:**

Middle and Suffix are optional.

First  Middle  Last  Suffix

☐ Add another SSN to Verify. [What's This?](#)

**Verify SSN** **Clear** **Exit**

**Have a Question?**

Call **1-888-772-2970** to speak with Customer Support. The hours are from 8:30 a.m. to 4:00 p.m. Eastern Time, Monday - Friday.

The Online Services displays 2 to 10 data entry fields for verification requests each time you select the **Add another SSN to Verify** checkbox.

1. Enter information in data entry fields.
2. Select the **Delete** button to remove selected SSN#, or
3. Select the **Verify SSNs** button to verify the SSNs, or
4. Select the **Clear** button to reset the data entry fields, or
5. Select the **Exit** button to return to the **"CBSV Main Menu"** page.

## Consent Based SSN Verification

### Enter SSNs To Be Verified

Manually enter and submit up to 10 Social Security Numbers, Dates of Birth, and Names to be verified by Social Security.

On the results page, the first five digits of the SSN will be masked.

☐ Show 10 SSNs at once. [What's This?](#)

### Have a Question?

Call 1-888-772-2970 to speak with Customer Support. The hours are from 8:30 a.m. to 4:00 p.m. Eastern Time, Monday - Friday.

#### SSN #1

All information is required, unless noted optional.

Social Security Number (SSN):

Date of Birth:

..		
Month	Day	Year

Name:

Middle and Suffix are optional.

First

Middle

Last

Suffix

#### SSN #2

[Delete](#)

All information is required, unless noted optional.

Social Security Number (SSN):

Date of Birth:

..		
Month	Day	Year

Name:

Middle and Suffix are optional.

First

Middle

Last

Suffix

☐ Add another SSN to Verify. [What's This?](#)

Verify SSNs

Clear

Exit

**Following is a list of the data entry fields and the criteria to follow when entering data in these fields:**

**SSN (999999999)**

- The SSN field is mandatory.
- The SSN must be nine (9) numerical characters only.  
Alphabetic characters, hyphens, slashes or any other special characters are not allowed.
- Spaces are not allowed.

**First Name**

- The First Name field is mandatory.
- The First Name must be between one (1) and ten (10) characters in length.
- If the First Name is longer than ten (10) characters, enter the first 10 characters of the First Name.
- Enter the First Name using alphabetic characters only.  
Numbers, hyphens, slashes or any other characters are not allowed.
- Spaces are allowed.

**Middle Name**

- The Middle Name field is optional.
- If entered, the Middle Name must be between one (1) and seven (7) characters in length. If the Middle Name is longer than seven (7) characters, enter the first seven (7) characters of the Middle Name.
- Enter the Middle Name using alphabetic characters only.  
Numbers, hyphens, slashes or any other characters are not allowed.
- Spaces are allowed.

**Last Name**

- The Last Name field is mandatory.
- The Last Name must be between one (1) and thirteen (13) characters in length.
- If the Last Name is longer than thirteen (13) characters, enter the first thirteen (13) characters of the Last Name.
- Enter the Last Name using alphabetic characters only.
- Numbers, hyphens, slashes or any other characters are not allowed.
- Spaces are allowed.

**Suffix**

- The Suffix field is optional.
- If entered, the Suffix must be Jr, Sr, or a Roman Numeral I through X.
- Numbers, hyphens, slashes or any other characters are not allowed.

**Date of Birth (DOB)**

- The DOB field is mandatory.
- If entered, the DOB must contain 8 digits.
- Enter the Number Holder's DOB using the format MMDDYYYY where:
  - MM is the month; enter a value of 01 through 12
  - DD is the day; enter a value of 01 through 31
  - YYYY is the 4 digit year.
- Use numeric characters only.  
Letters, hyphens, slashes, or any other characters are not allowed.  
Spaces are not allowed.
- The DOB cannot be before 1800 or after the current date.



### 5.3.1 REQUESTING VERIFICATION OF A MINOR

If you enter the SSN of a minor, you will receive the **“Your Verification Request includes Verification of a Minor”** alert. You will then be prompted to answer Yes or No to the following question: **“Verifying the SSN of a minor requires the parent or legal guardian’s signature. Do you have the proper signature on the SSA-89 and proof of the relationship?”**

1. Select **“Yes”** or **“No”**

**Note:**

If you answer **“Yes”**, select the **Submit** button and the request will be submitted and included in the verification results.

If you answer **“No”**, your verification request will not be submitted, and the system will display a second alert, **“For minors, you must have a proper signature on the SSA-89 and proof of the relationship.”**

2. Select the **Submit** button to verify the SSN, or
3. Select the **Previous** button to return to the **“Consent Based SSN Verification”** page, or
4. Select the **Exit** button to return to the **“CBSV Main Menu”** page.

JOSEPH BARRETTE | Sign Out Text Size Accessibility Help

Social Security  
The Official Website of the U.S. Social Security Administration

### Consent Based SSN Verification

**Your Verification Request includes Verification of a Minor**

For minors, you must have a proper signature on the SSA-89 and proof of the relationship. Please answer the following questions to proceed.

**Have a Question?**

Call **1-888-772-2970** to speak with Customer Support. The hours are from 8:30 a.m. to 4:00 p.m. Eastern Time, Monday - Friday.

**SSN #1**

<b>Social Security Number (SSN):</b>	<b>Date of Birth:</b>
555-55-5555	12/30/1998
<b>Name:</b>	
Dave Youngston	

Verifying the SSN of a minor requires the parent or legal guardian's signature. Do you have the proper signature on the SSA-89 and proof of the relationship?

☐ Yes  
☐ No

**Submit** **Previous** **Exit**

Select Yes or No

## Verification Results

Data verified via the Consent Based SSN Verification service is displayed on the “**Consent Based SSN Verification Results**” page in a table format.

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### Consent Based SSN Verification Results

**Results Information**

The following table displays your submitted results. The first 5 digits of the SSN are masked.

- No-** Data does not match Social Security Administration's records. Select [What To Do If An SSN Fails To Verify](#) for more information.
- Deceased-** Data matches Social Security Administration's records and our records indicate that the person is deceased. For more information, please contact our SSA CBSV User Information line at 1-888-772-2970 or email SSA at [SSA.CBSV@ssa.gov](mailto:SSA.CBSV@ssa.gov) or contact your local Social Security office. Select [Field Office Locator](#) to find the office nearest you.
- Yes-** Data matches Social Security Administration's records.

#	Results	SSN	First Name	Middle Name	Last Name	Suffix	Date of Birth
1	Deceased	XXXXX9999	STEPHANIE	-	EDWARDS	-	01/01/1955
2	Yes	XXXXX9999	JENNIFER	LYNN	BASS	-	02/28/1964
3	Yes	XXXXX9999	KATHLEEN	ANNE	CONNELLY	-	05/24/1972

[Verify More SSNs](#) [Exit](#)

**Results Summary**

Records Submitted: 3  
No: 0  
Deceased: 1  
Yes: 2  
Not Verified: 0

**NOTE:** For Security reasons, the first five (5) digits of the Social Security Number (SSN) will be masked for all results returned (regardless of whether or not the SSN “verified”).

### 5.3.2 RESULTS

“**Records Submitted**” equals the total of verification requests

- This includes No, Deceased and Yes results.
- NOT VERIFIED requests are not included.

“**No**” equals the total verifications that failed

- The information submitted for verification does not match Social Security Administration's records.
- A “No” in the *Results Summary* = a failed SSN verification.

“**Deceased**” (Per SSA Records)

- The name and SSN combination submitted for verification matches SSA's records, but our records indicate that the SSN Holder is deceased.

“**Yes**” equals the total of requests that verified

- The information submitted for verification matches Social Security Administration's records.
- A “Yes” in the *Results Summary* = a verified SSN.

“**Not Verified**” equals the total of verifications not submitted

- A “No” selection was made to the question “**Verifying the SSN of a minor requires the parent or legal guardian’s signature. Do you have the proper signature on the SSA-89 and proof of the relationship?**”
- Entries that do match can result in a Not Verified.
- May occur if the SSN holder has requested that we not disclose information and for other reasons as well.

**NOTE:** If the Verification Code is **not** equal to “Yes”, please refer to the Section 5.0, “**What To Do If an SSN Fails to Verify**”, of the CBSV User’s Guide.

## 5.4 POTENTIAL CBSV MISUSE ERROR MESSAGE

If the CBSV system’s review of the input data determines that identical SSNs were entered more than once, the system displays the following “**Potential CBSV Misuse Error**” message.

### **Potential CBSV Misuse Error**

You have entered identical Social Security Numbers multiple times. To deter potential misuse or fraud, we cannot process your request. Please check the information to verify if the information you submitted matches your records before resubmitting your data.

- SSA will verify SSNs solely for the purpose(s) specified on the individual consent forms associated with the verification requests. You or your company may use the verified SSN only for the purpose(s) specified by the individual signing the consent form. Exceeding the scope of the consent could violate state or Federal law and subject the requesting party to legal consequences.
- SSA will provide SSN verification information only about individuals from whom you or your company has obtained valid consent forms.
- Your company shall protect the confidentiality of consent forms (and the information contained on them) and protect the associated record of SSN verification.
- Information provided by SSA in response to a SSN verification request may not be used for any purpose other than the purpose identified on the previously approved consent form.
- Notwithstanding any other provision of this agreement, SSA reserves the right to unilaterally suspend access to these services if SSA concludes that your company has failed to properly obtain consent or otherwise failed to follow the terms of the agreements associated with this service.
- Anyone who knowingly and willfully uses this service to request or obtain information from SSA under false pretenses violates Federal law and may be punished by a fine or imprisonment or both.

## 5.5 LOGGING OUT OF CBSV

To log out of CBSV:

1. First, select the **Sign Out** link at the top left side of any CBSV page.
2. Then the system will display the “**Log Out of BSO**” page.
3. Finally, select “**Yes**” to exit and return to the “**BSO Welcome**” page.

## 6.0 WHAT TO DO IF AN SSN FAILS TO VERIFY

Each SSN submitted will be returned to you with a Verification Code that the submission either agrees or does not agree with SSA's records. The law does not allow us to provide a reason for a Not Verified result. Even entries that do match can result in a Not Verified. This can occur if the SSN holder has requested that we not disclose information and it may occur for other reasons. **If SSA's response is that the submission does not verify then take the following actions:**

1. Review the data submitted to SSA against the data contained on the SSA-89. If it does not match, resubmit the corrected data for verification. The cost for the resubmission will be borne by you, the Requesting Party.
2. If the data on the SSA-89 matches the data submitted to SSA, then re-contact the SSN holder and ask to see his/her Social Security Card and/or verify the information provided to you to assure that the SSN and name were correctly shown on your request. If the SSN holder corrects the original data, then submit the corrected data to SSA for verification. The cost for resubmission will be borne by you, the Requesting Party.
3. If you cannot resolve the "no match" data discrepancy, then refer the SSN holder to the SSA Field Office that services where he/she resides to determine the nature of the problem. The Field Office may provide the SSN holder with verification if it cannot be obtained via CBSV.
4. SSA cannot verify SSNs over the telephone.
5. The servicing SSA Field Office can be located by visiting <https://secure.ssa.gov/ICON/main.jsp>.

<p><b><i>NOTE: If SSA's records are wrong, only the Number Holder can request that the record be corrected.</i></b></p>
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## 7.0 SECURITY

CBSV uses Secure Sockets Layer (SSL) communications protocol and 128-bit line encryption to protect your privacy. These technologies mitigate the possibility of Personally Identifiable Information (PII) data being intercepted by unauthorized parties and ensure the security of data transmitted over the Internet.

These security features do not apply to Internet email. SSA recommends that you not include private information, such as your SSN, and password in email communications.

## **8.0 PAYING FOR CBSV SERVICES**

The Requesting Party must provide SSA with advance payment for the full annual cost of the estimated number of verifications it expects to submit for SSA's entire fiscal year (October 1st–September 30th). Payment for SSN verification transaction fees are submitted with a signed Form SSA-1235 (Agreement Covering Reimbursable Services). The CBSV service then “draws down” deposited funds. Services are provided only if sufficient funds are on deposit in the Requesting Party's credit account.

**NOTE:** SSN results will not be released until the Requesting Party's account is restored to a positive cash balance commensurate with the total amount owed for services used. You will be unable to use the service if there are no funds available in your account. If the Requesting Party's account has been blocked due to insufficient funds the Company will be notified by SSA through email to contact SSA's Office of Financial Policy and Operations. Until the account balance is resolved, your company will not be able to access any of the CBSV services.

### **8.1 QUARTERLY STATEMENTS AND END OF YEAR SETTLEMENT**

The quarterly statements will be sent during the months of January, April, July and October. These statements will summarize all account activity for the previous quarter including account decrements as the CBSV service is utilized. SSA will reconcile the account at the end of the fiscal year and any funds not utilized in the fiscal year will be refunded to the customer.

## **9.0 CBSV COMPLIANCE REVIEW AUDIT**

Please refer to your company's CBSV User Agreement for information about the requirements of the CBSV Compliance Review Audit.

## 10.0 GETTING CBSV HELP AND SUPPORT

### 10.1 WHAT'S THIS? LINK

The Consent Based SSN Verification screen contains [What's This?](#) links located beside the **"Show 10 SSNs at once"** and the **"Add another SSN to Verify"** checkboxes. These links will open a new browser window providing onscreen help.

### 10.2 CONTACTING SSA

CBSV Hours of Support

CBSV technical support is available during the following hours:

<u>Day</u>	<u>Time</u>
Monday – Friday	7:00 AM to 4:00 PM Eastern Time

For technical support, send emails to: [web.service.testing@ssa.gov](mailto:web.service.testing@ssa.gov)

- Please make your message as specific as possible, and include:
- Page details (e.g., title, URL, etc.)
- Any error messages received
- A telephone number where we may contact you
- Any other relevant information

Questions about the CBSV service, finances, account balances and the User Agreement may be sent to: [SSA.CBSV@ssa.gov](mailto:SSA.CBSV@ssa.gov)

Or if you wish to speak with a representative, please call 888-772-2970.